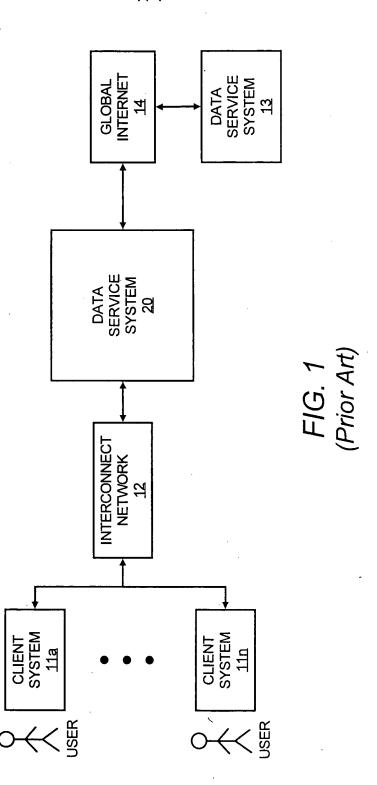


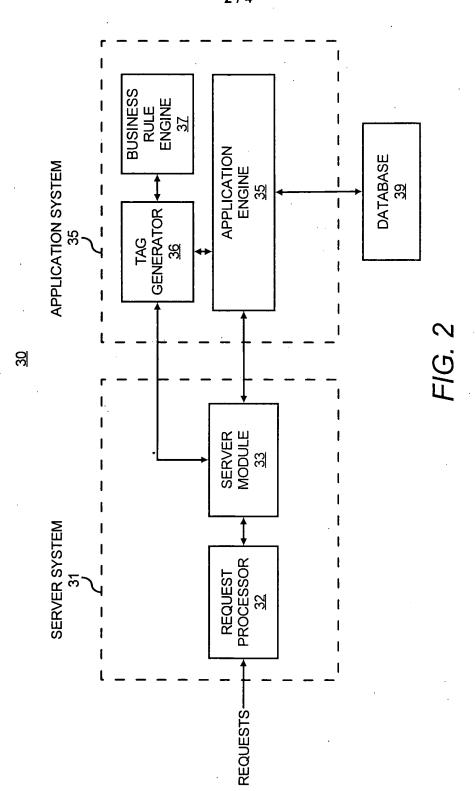
9

Hewlett-Packard Development Company L.P.
Attorney Docket No.: 10002185-1
USSN: 09/666,910 Filed: 9/21/2000
Inventor(s): Anna Maria Zara
Title: Intelligently Classifying and Handling User
Requests In A Data Service System

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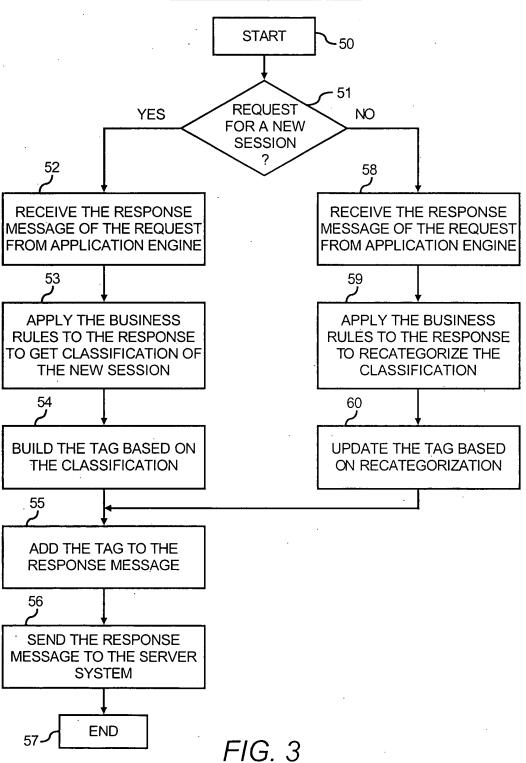
2/4



Hewlett-Packard Development Company L.P.
Attorney Docket No.: 10002185-1
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Inventor(s): Anna Maria Zara
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Requests In A Data Service System

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TAG GENERATOR PROCESS



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Inventor(s): Anna Maria Zara
Title: Intelligently Classifying and Handling User
Requests In A Data Service System

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REQUEST PROCESSOR

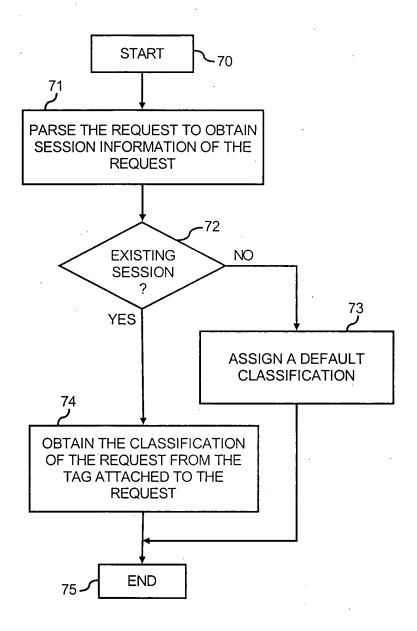


FIG. 4